



Baldrige Program Update VCAT Meeting June 8, 2004

- m **Management Changes**
- m **Nonprofit Category**
- m **2004 Award Cycle Status**
- m **Booz Allen Study**
- m **Results**
- m **Introduce Sr. Mary Jean Ryan**

Management Changes



Barry Diamondstone

Deputy Director

Retiring July 2, 2004



Jamie Ambrosi

Acting Deputy Director

Effective July 3, 2004



Nonprofit Category

- m **HR 3389 Passed House of Representatives February 2004**
- m **Senate Action Pending**
- m **Department of Defense Will Consult on Eligibility Rules**



2004 Award Cycle Status

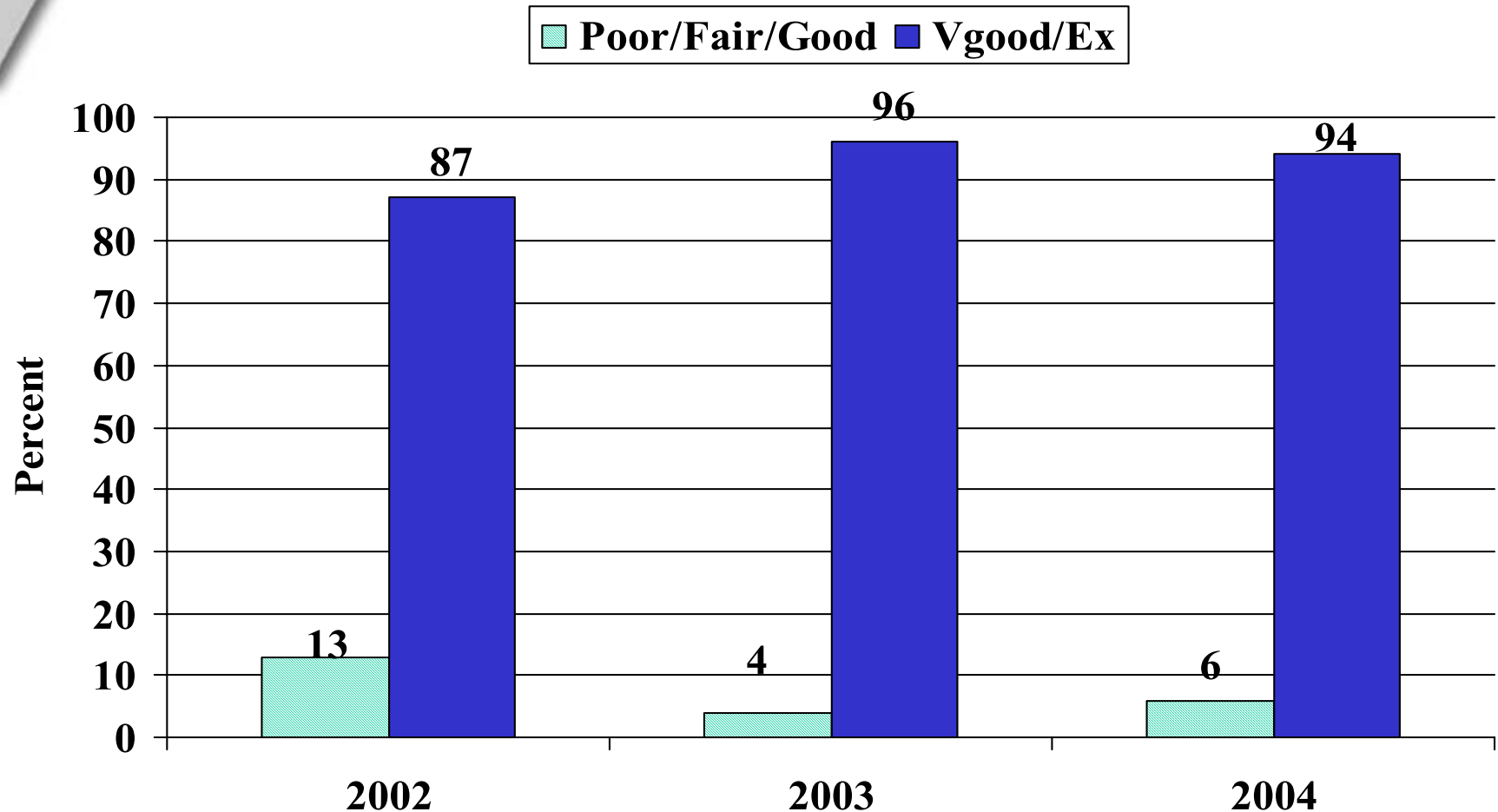
- m **QE XVI Featured Seven Recipients in All Five Categories**
- m **531 Examiners Trained in May (464 in 2003)**
- m **Used E-learning and Webcasting to Prepare New Examiners**
- m **Application Numbers Similar to 2003 (68 in 2003)**



Booz Allen CEO Study

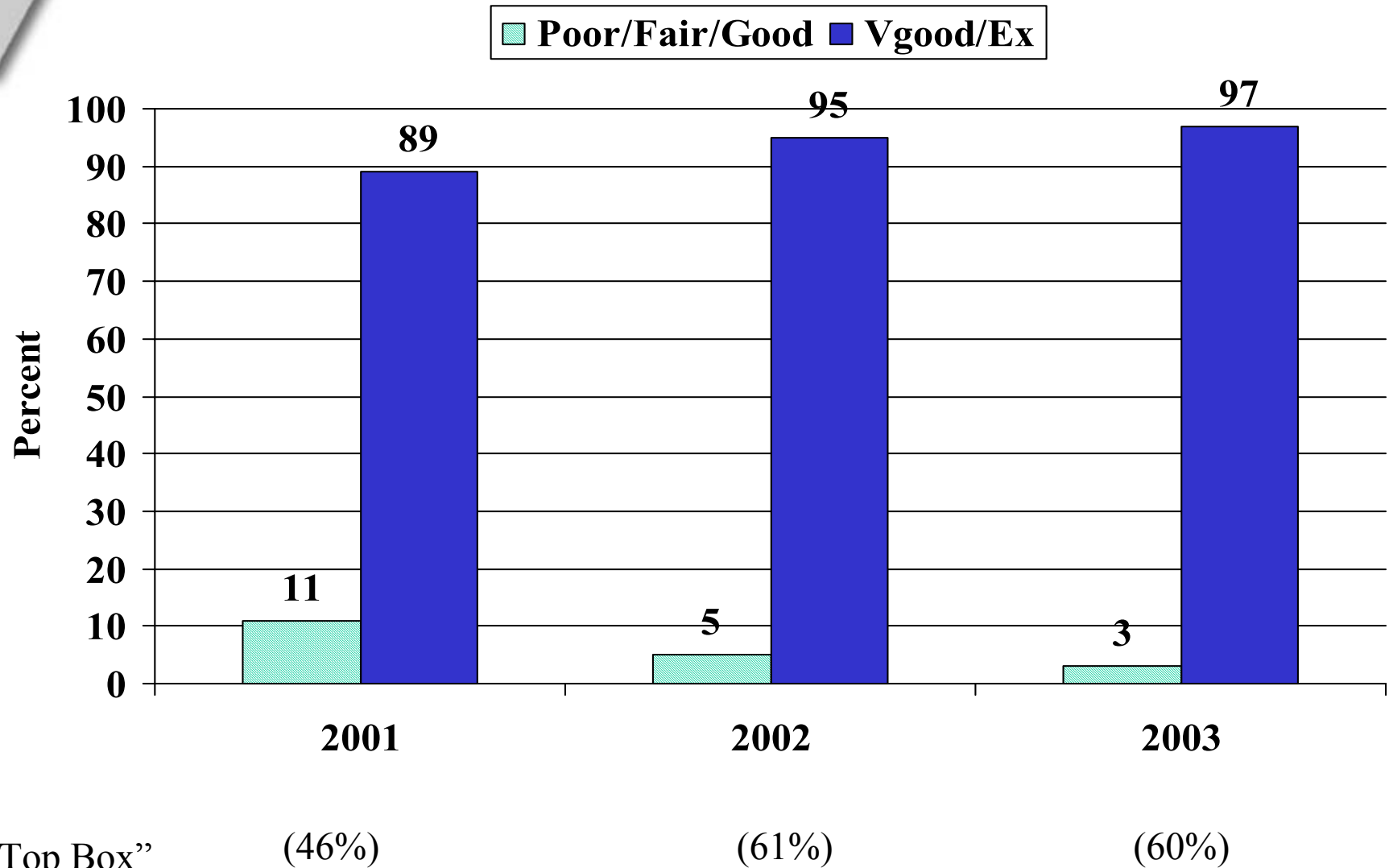
- m **Award Enjoys Positive Recognition**
- m **70% of Fortune 1000 Leaders Are Likely to Use the Criteria**
- m **80% of QE Attendees Use the Criteria**
- m **50-60% of Education, Health Care, and Small Business Had Little or No Familiarity with the Criteria**

Overall Satisfaction with Staff Criteria Training



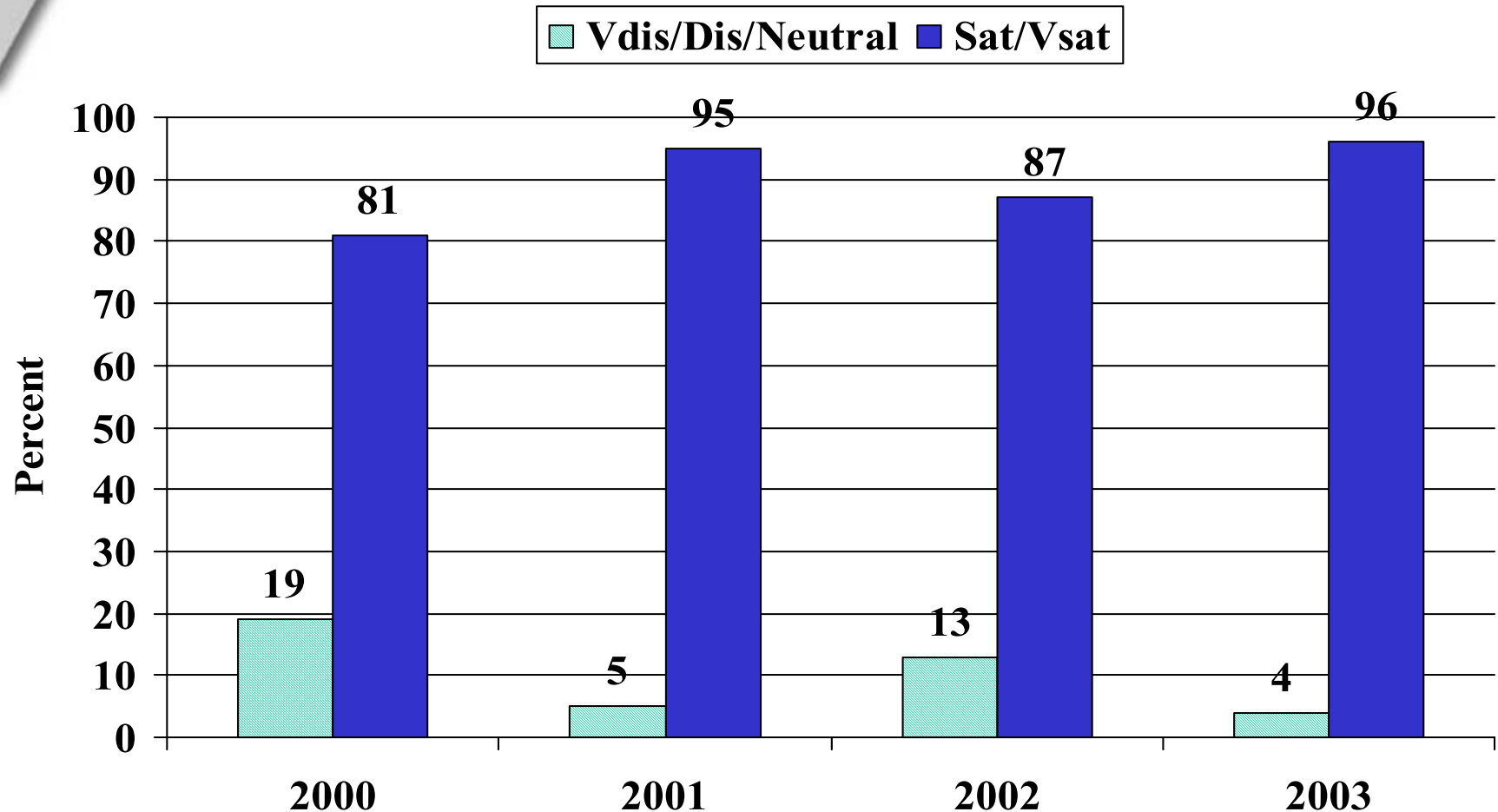
“Top Box”

Overall Satisfaction with Examiner Training



MBNQA Judges' Survey

Overall Satisfaction with MBNQA Process



“Top Box”

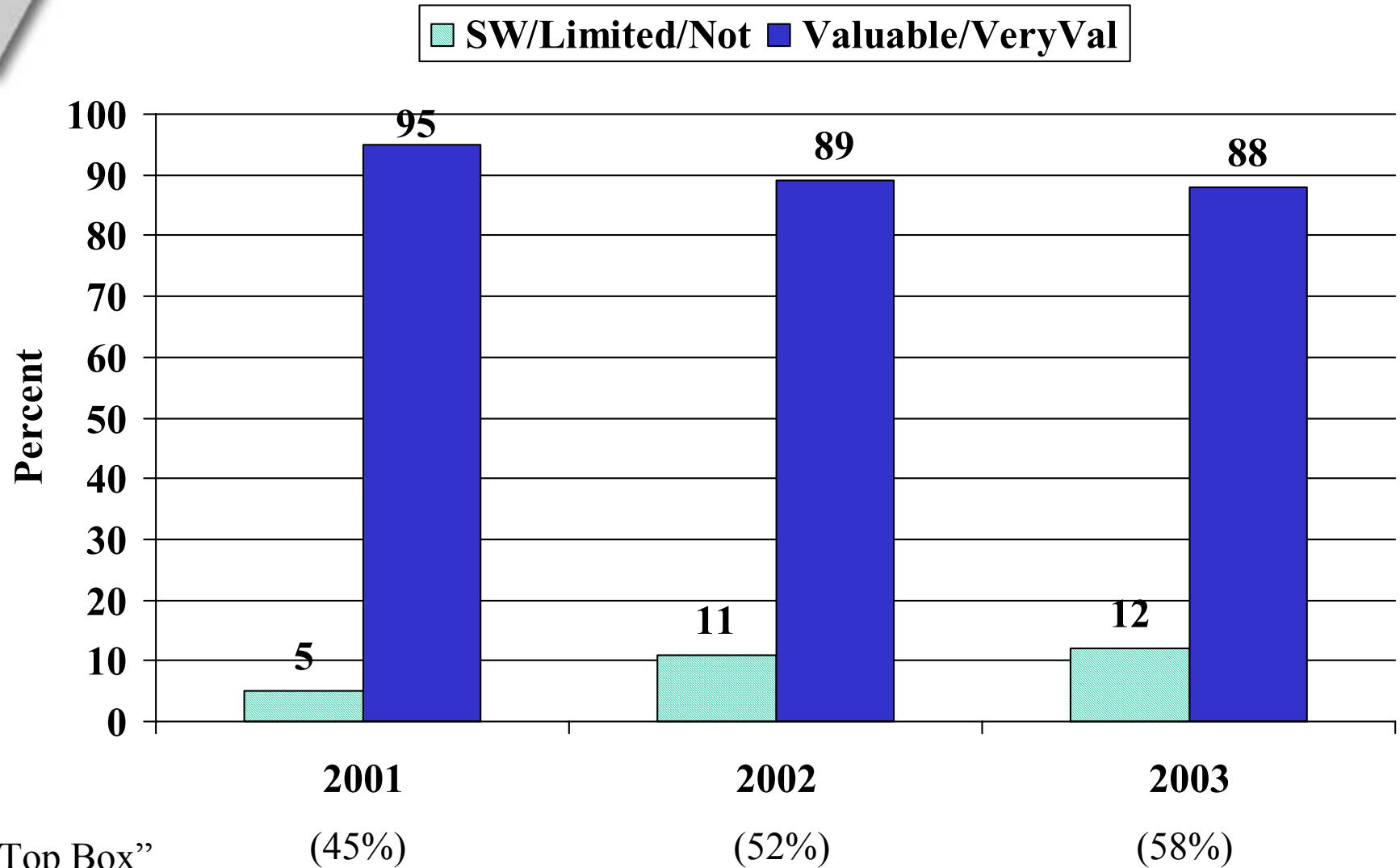
(27%)

(40%)

(33%)

(29%)

Value of Information from the QE Conference in Helping Your Organization





Baldrige User's Guide by John Latham and John Vinyard

Acknowledgements

“Putting a book like this together reminds you of all the people who have really made a difference in your world. This list of contributors starts with.... the entire Baldrige Team. These are some of the most professional and dedicated government employees in our country and they are making a difference! Those of us who have been fortunate enough to have worked closely with them have benefited from every day of that association. Not only are they gifted professionals, but they share their knowledge and experience to help others.”